

PATIENT EXPERIENCE BOARD OF TRUSTEES

DATE: NOVEMBER 14, 2018

CHAIR: MAUREEN DEE

CHAIR: THOMAS M. McDONALD

RECORDER: C. BUCKLEY

PLACE: K-107

CALLED TO ORDER: 4:00 P.M.

ADJOURNED: 5:03 P.M.

E Akram Boutros, MD, FACHE

X Michael Stern

X Nick Sukalac

E Bernard Boulanger

X Brook Watts, MD

X Seona Goerndt

X Melissa Kline

E Jane Platten

X Sandra Werner, MD

X Kimberly Svoboda

X Laurel Domanski Diaz, PFA

X Patricia Morgan, PFA

X Johanna Hamm, PFA

Invited:

Terence Monnolly

Dr. J. B. Silvers

Mr. Robert Hurwitz

Ms. Vanessa L. Whiting

John Moss

Ms. Arlene Anderson

Presenters:

Brook Watts, MD for Elizabeth Allen

Seona Goerndt

Jennifer Lastic

Linda Jackson

Becky Moldaver

TOPIC	DISCUSSION	ACTION ITEM/FOLLOW UP
Review of Minutes	Minutes from the August 8, 2018, minutes approved as written.	N/A
Patient Experience Story	<p>Unofficial Experience ~ Elizabeth Allen story told by Dr. Brook Watts</p> <ul style="list-style-type: none"> This was Ms. Allen's first time being a patient here at MetroHealth. She shared that she felt it was a very positive experience while at MetroHealth. She expressed she enjoyed the encounters she had with the trainees/resident/students as they were learning. Ms. Allen also appreciated the amazing care she received from the nursing staff. She realized how much, as a patient, you interact more with the RN staff than the physicians. Overall an incredible experience here as a patient. 	N/A
Updated Structure for The Office of Patient Experience	<ul style="list-style-type: none"> The domain of OPX ~ Volunteer Services & Arts & Medicine briefly reported to a different domain for a short period of time and now are back under OPX. Currently we are in the Strategic Planning phase now partnering with Cindy Gillespie and Elizabeth Clegg. More updates to come soon regarding the structure for The Office of Patient Experience 	Follow up in near future

Overview of the 2018 Patient Experience Consumer Report by The Beryl Institute

- Where does experience start? It starts with our providers, nurses and staff and how we support them allows them to provide the best experience for our patients and families.
- It's all about you! The Beryl Institute did a study to see what is most important to patient and families to see what is most important to them in their experiences.
 - o People ~ 56% indicated its out people that impact their experiences
 - o Process ~ 48%
 - o Place ~ 34%
- How important is Experience Really?
 - o 6 out of 10 ~ Extremely Important
 - o 3 out of 10 ~ Very Important
 - o <1 out of 10 ~ Somewhat Important
- Patient Experience is important to our patients & their families!
- Consistency in responses across generations
 - o Across all the generations...Millennials, Gen X & Baby Boomers ~ Listening is #1
- What our Patients told us
 - o After the focus group – what they shared was they wanted to feel Welcomed, Listened to and Cared for. (which MetroHealth is doing this work to this date)
- Experience has Tangible Implications
 - o 70% of the time when Patients have a positive experience they will share their experience.
 - o 76% of the time when Patients have a negative experience they share their experience.
 - o 73% of the time the patient will continue to use the same doctor or organization.
 - o 37% of the time the patient will use a different doctor or organization.
 - o Overall the experience our patients encounter drives our patient's decision regarding healthcare going forward.
- What Can We Influence:
 - o Experience, Stories/Recommendations, Choices, Outcomes
- Source: Wolf, JA (2018) The Beryl Institute: Perspectives on Patient Experience 2018. The Beryl Institute

<p>Welcome. Listen. Care. Update</p>	<ul style="list-style-type: none"> • Welcome. Listen. Care. is a five-session workshop that guides staff to reflect on their Why and define welcoming, listening and caring behaviors as it relates to their roles. The workshops also prepare staff to align with their coworkers to improve the flow of their day-to-day. Welcome. Listen. Care. has been facilitated at eleven ambulatory sites in 2018. Impact of the workshops are measured by patient experience surveys in the following domains: Clerks Helpfulness, Nurses Listen Carefully, Nurse Courtesy and Respect and Would Recommend Office. Eighty-five percent of sites are achieving consistent improvement with Clerk Helpfulness and fifty-four percent of sites have seen consist improvement with Nurses Listen Carefully and Nurses Courtesy and Respect. Sustainability efforts have been implemented to sustain the impact and team engagement. In September, a pilot to include Providers in Welcome. Listen. Care. was completed at Rocky River Health Center. The triad and primary care leadership support the inclusion of Providers in Welcome. Listen. Care. moving forward. • Year-to-Date Progress <ul style="list-style-type: none"> o Ambulatory Sites Completed ~ 11 <ul style="list-style-type: none"> <input type="checkbox"/> West Park Health Center and Express Care <input type="checkbox"/> West 150th Health and Surgery Center <input type="checkbox"/> State Road Family Practice <input type="checkbox"/> Beachwood Health Center and Express Care <input type="checkbox"/> Bedford Medical Offices <input type="checkbox"/> McCafferty Health Center <input type="checkbox"/> Old Brooklyn Medical Center <input type="checkbox"/> Brooklyn Health Center <input type="checkbox"/> Parma Medical Offices and Surgery Center <input type="checkbox"/> Parma Phoenix Health Center <input type="checkbox"/> Rocky River Medical Offices • Activities Planned Ahead <ul style="list-style-type: none"> o 18Q4 Target Sites... <ul style="list-style-type: none"> <input type="checkbox"/> Broadway Health Center <input type="checkbox"/> Buckeye Health Center <input type="checkbox"/> J. Glen Health Center <input type="checkbox"/> Westlake Health Center o 2019 Target Sites... <ul style="list-style-type: none"> <input type="checkbox"/> Middleburg Heights November Family Health Center <input type="checkbox"/> Brecksville Health and Surgery Center <input type="checkbox"/> Brunswick Health Center <input type="checkbox"/> Main Campus Outpatient Clinics 	<p>N/A</p>
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<p>Arts in Medicine – Creative Arts Therapies</p>	<ul style="list-style-type: none"> • Art Therapy ~ An evidence-based, integrative mental health profession that uses the creative process of art making to improve and enhance physical, mental, and emotional well-being through non-pharmacological sensory experiences led by a credentialed professional. • Music Therapy ~ The clinical and evidence-based use of music interventions to accomplish individualized goals within a therapeutic relationship by a credentialed professional who has completed an approved music therapy program (<i>American Music Therapy Association, 2005</i>). <ul style="list-style-type: none"> o Both support the physical & psychosocial aspects of a person's level of functions o Both decrease pain, stress, anxiety, agitation, delirium, depressed mood and disruptive behavior o Both increase coping, motor control, respiratory support, reorientation, sensory stimulation, relaxation, emotional support and neurological recovery. • Art and music therapists are on track to exceed 5,200 patient visits in 2018, up from 3,586 patient visits in 2015. Art and music therapy are now embedded throughout the System and services are available in all inpatient acute care units, all ICU's, inpatient rehabilitation and outpatient cancer care. For staff, educational in-services and programs to support caregiver resilience are provided. Internships and shadowing opportunities are offered to students. Process improvement projects are underway including the development of new documentation templates in Epic. And through the VOCA funding, art therapy services will be offered to sites in the community including the LGBT Center of Greater Cleveland and in CMSD School Health program partner schools. 	<p>N/A</p>
<p>Volunteer/Guest Services: Seona Goerndt presented in the absence of Becky Moldaver</p>	<ul style="list-style-type: none"> • In September the Trauma Services Network was awarded the American Hospital Association's Hospital Award for Volunteer Excellence (HAVE), the nation's top award for health care volunteer programs. Seven volunteers were recruited from nutrition and dietetic programs at area universities to assist with operation of the new Food as Medicine Clinic for patients facing food insecurity. The MetroHealth Volunteer Pipeline Program, a partnership with Cleveland State University's Pre-Professional Health Programs, is in its fourth year. Fifty undergraduate and graduate students are selected for a two-semester volunteer commitment to MetroHealth, including placements in the Emergency Department, Cancer Care Center, Child Life and other patient areas. Over sixty volunteers attended the second annual Volunteer Fall Fair, a one-stop-shop for completion of annual requirements including flu shots and safety education. Employee development initiatives for Guest Services Representatives include monthly educational updates and individual goal setting. 	

Patient and Family Advisor Update	<ul style="list-style-type: none">• Patient and Family Advisors are integrated into the System to collaborate on policies, programs, facility design and delivery of care. There are forty-two active advisors participating on thirty plus councils/committees, projects and story sharing engagements with 340 volunteer hours year-to-date. In 2018, Jennifer Lastic was invited to write an article and present a coaching webinar for the Ohio Hospital Association Health Improvement Innovation Network on the topic of Patient and Family Advisors serving on leaders' boards. Michael Curry, Patient and Family Advisor, represented The MetroHealth System in a year-long national advisory group project to complete the Essential Hospitals Road Map to Person-Centered Care, Evidence-Based Research, published July 2018. Michael was one of six advisors in the group.	
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Next Meeting: February 13, 2019; K-107; 4:00pm – 5:30pm